Defense Information Systems Agency

A Combat Support Agency

Service Level Management

Mr. Mark Jones
Chief, Service Level Management
Computing Services
April 2009

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SLM – Catalog of Services

- **New Version 2.0 adds:**
  - **Additional service offerings**
    - **Web Services**
    - **Customer Services**
    - **Revision of COOP narrative**
  - **New Part II – Topics of Interest**
    - **DISA CSD inherited DIACAP controls**
    - **DISA CSD Change Management Process overview**
    - **Bringing new/additional work to DISA CSD**
    - **Server sizing**
    - **Host Based Security System (HBSS)**
    - **How can GIG Content Delivery Service (GCDS) help you?**

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SLM – Where to Find the Catalog of Services

- DISA Computing Services public web site
  - HTTP://PWS.CSD.DISA.MIL
- The "new" CSD Partner Portal
  - Extension off the CSD CIWS, managed by CSD
  - For ".mil" only. So far, 829 potential customer users identified
  - If you do not have, but would like, access contact:
    - Your Customer Management Executive (CME)
    - Your CSD Account Manager
    - Our Hotlines
      - DISASLA@csd.disa.mil
      - (303)224-1660 (DSN 926)

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SLM – Partner Portal

- **Recently relocated to CSD CIWS**
  - **Easier to authorize customer access by using our LDAP**
  - **Direct CSD support and maintenan**

- **The Partner Portal offers YOU:**
  - **Web access to YOUR SLAs**
    - **Needed linkage with Catalog of Services and Terms & Conditions**
    - **CAC-enabled electronic SLA signature almost here**
  - **Home of the “Catalog of Services” and “Terms & Conditions”**
  - **Frequently Asked Questions (FAQs)**
  - **Gartner-managed surveys & ICE comment cards**

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SLM – Partner Portal Home Page

Home - Partner Portal - Windows Internet Explorer
https://ciws.csd.disa.mil/cp/default.aspx
Live Search
File Edit View Favorites Tools Help
Home - Partner Portal
Page Tools
Partner Portal
Welcome Laurel Sachle
DISA Computing Services PartnerPortal
This Site
Home
Service Level Agreements
CD2 Organizational Contact List
DISA Worldwide Financial Network
FAQs
View All Site Content
Recycle Bin
ICE Interactive Customer Evaluation
RACE
Welcome to the DISA Partner Portal!
The Partner Portal contains SLAs, Planning Estimates, Telecommunications Estimates, and other documents which define the business relationship between CSD and each of our customers.
If you have questions or comments about our services, please contact the DISA Customer Relations Management Division (CRM) or call 303-224-1660 (DSN 926)
DISA Customer Partnership Confer
Anaheim, CA
04.20.09 - 04.2
For More Informatic
Announcements
Type Title Body
Customers! Need a Test and Development Site?
Consider leasing a test and development environment from CSD. The Rapid Access Computing Environment (RACE) provides a Fast, Secure, and Flexible development environment. To learn more click here!:
Calling all CARS!
Please ensure that all SLAs are current. Contact Lori Weaver for any corrections.
Add new announcement
Documents to Download
Type Download Link
SLA Guidance
SLA Template
SRF Form
Catalog of Services
Terms And Conditions
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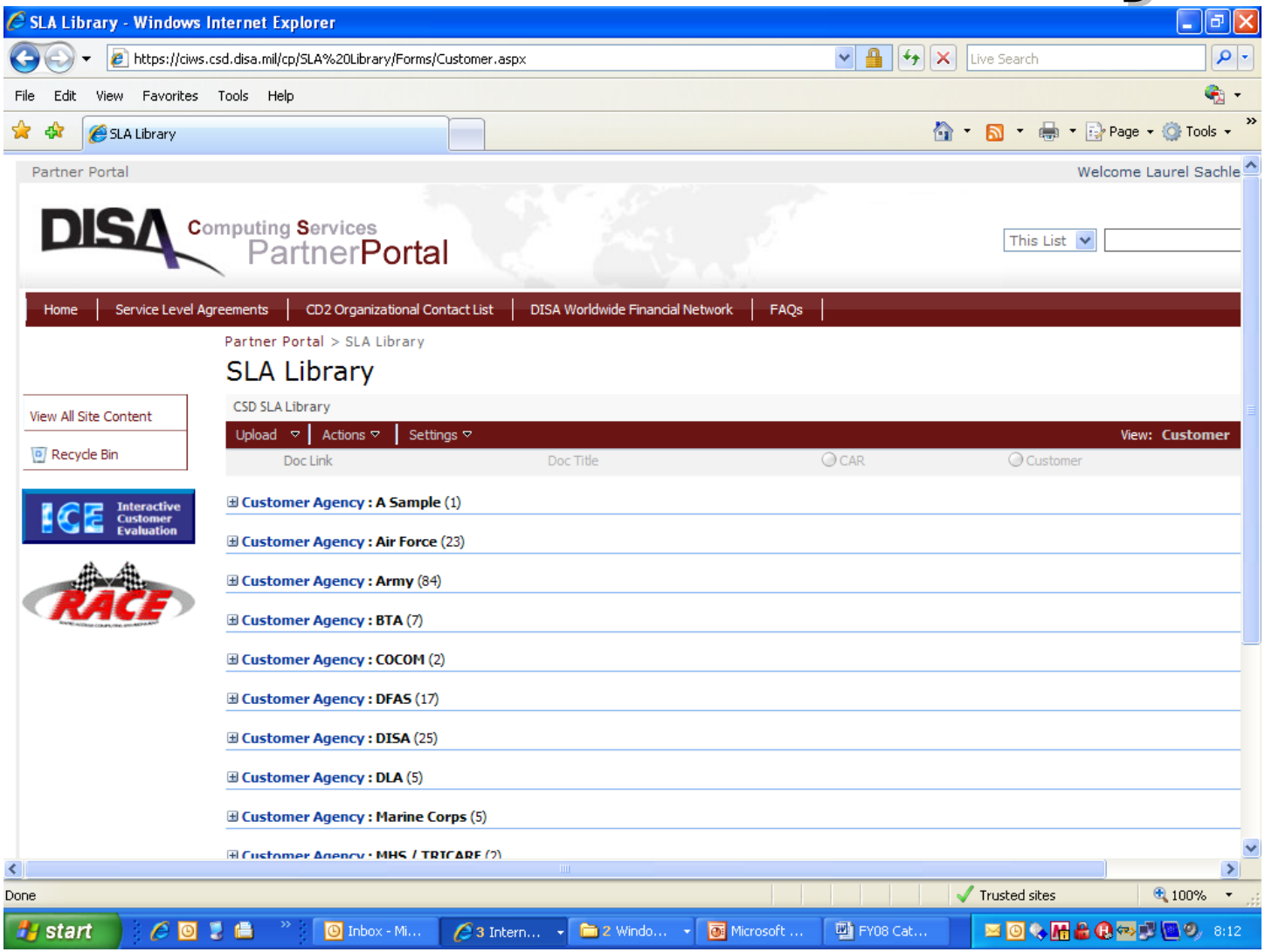
SLM – Partner Portal SLA Library



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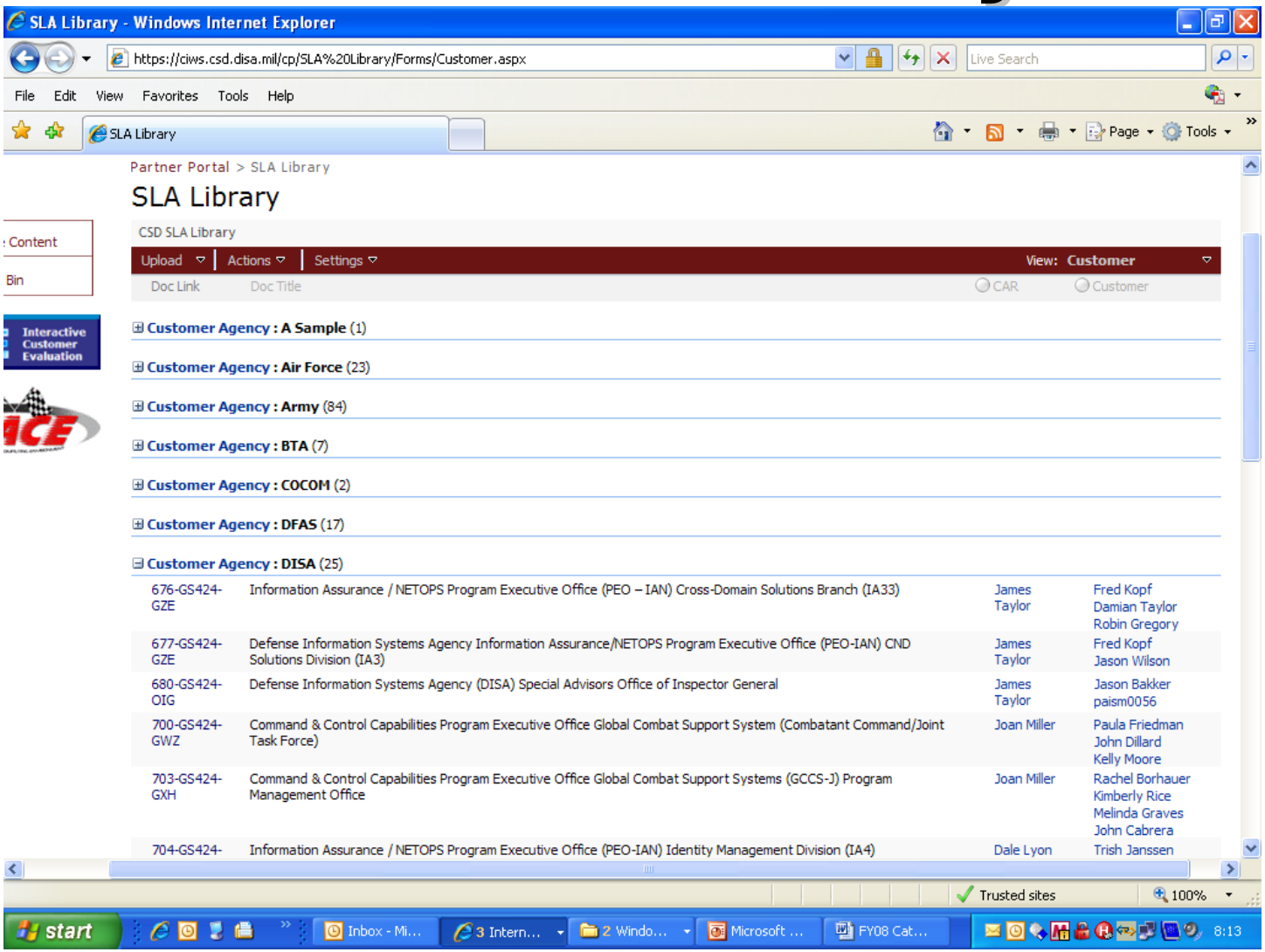
SLM – Partner Portal
SLA Library/DISA


SLA Library - Windows Internet Explorer
https://ciws.csd.disa.mil/cp/SLA%20Library/Forms/Customer.aspx
Live Search
File Edit View Favorites Tools Help
SLA Library
Page Tools
Partner Portal > SLA Library
SLA Library
Content
Bin
Interactive Customer Evaluation
CSD SLA Library
Upload Actions Settings
View: Customer
Doc Link Doc Title CAR Customer
Customer Agency : A Sample (1)
Customer Agency : Air Force (23)
Customer Agency : Army (84)
Customer Agency : BTA (7)
Customer Agency : COCOM (2)
Customer Agency : DFAS (17)
Customer Agency : DISA (25)
676-GS424-GZE Information Assurance / NETOPS Program Executive Office (PEO – IAN) Cross-Domain Solutions Branch (IA33) James Taylor Fred Kopf Damian Taylor Robin Gregory
677-GS424-GZE Defense Information Systems Agency Information Assurance/NETOPS Program Executive Office (PEO-IAN) CND Solutions Division (IA3) James Taylor Fred Kopf Jason Wilson
680-GS424-OIG Defense Information Systems Agency (DISA) Special Advisors Office of Inspector General James Taylor Jason Bakker paism0056
700-GS424-GWZ Command & Control Capabilities Program Executive Office Global Combat Support System (Combatant Command/Joint Task Force) Joan Miller Paula Friedman John Dillard Kelly Moore
703-GS424-GXH Command & Control Capabilities Program Executive Office Global Combat Support Systems (GCCS-J) Program Management Office Joan Miller Rachel Borhauer Kimberly Rice Melinda Graves John Cabrera
704-GS424- Information Assurance / NETOPS Program Executive Office (PEO-IAN) Identity Management Division (IA4) Dale Lyon Trish Janssen
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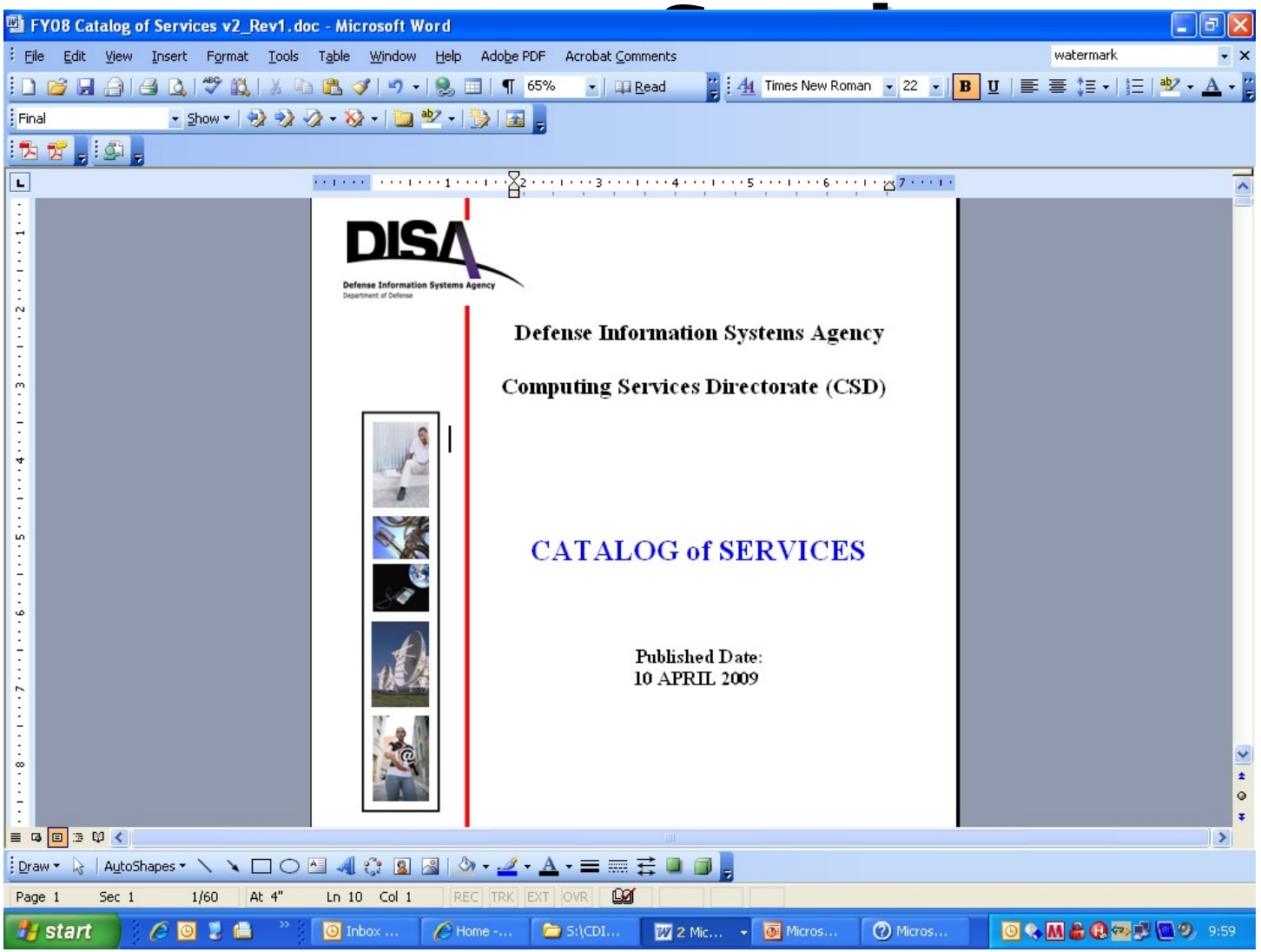
SLM – Partner Portal Catalog of


FY08 Catalog of Services v2_Rev1.doc - Microsoft Word
Defense Information Systems Agency
Computing Services Directorate (CSD)
CATALOG of SERVICES
Published Date:
10 APRIL 2009

SLM – Partner Portal SLA

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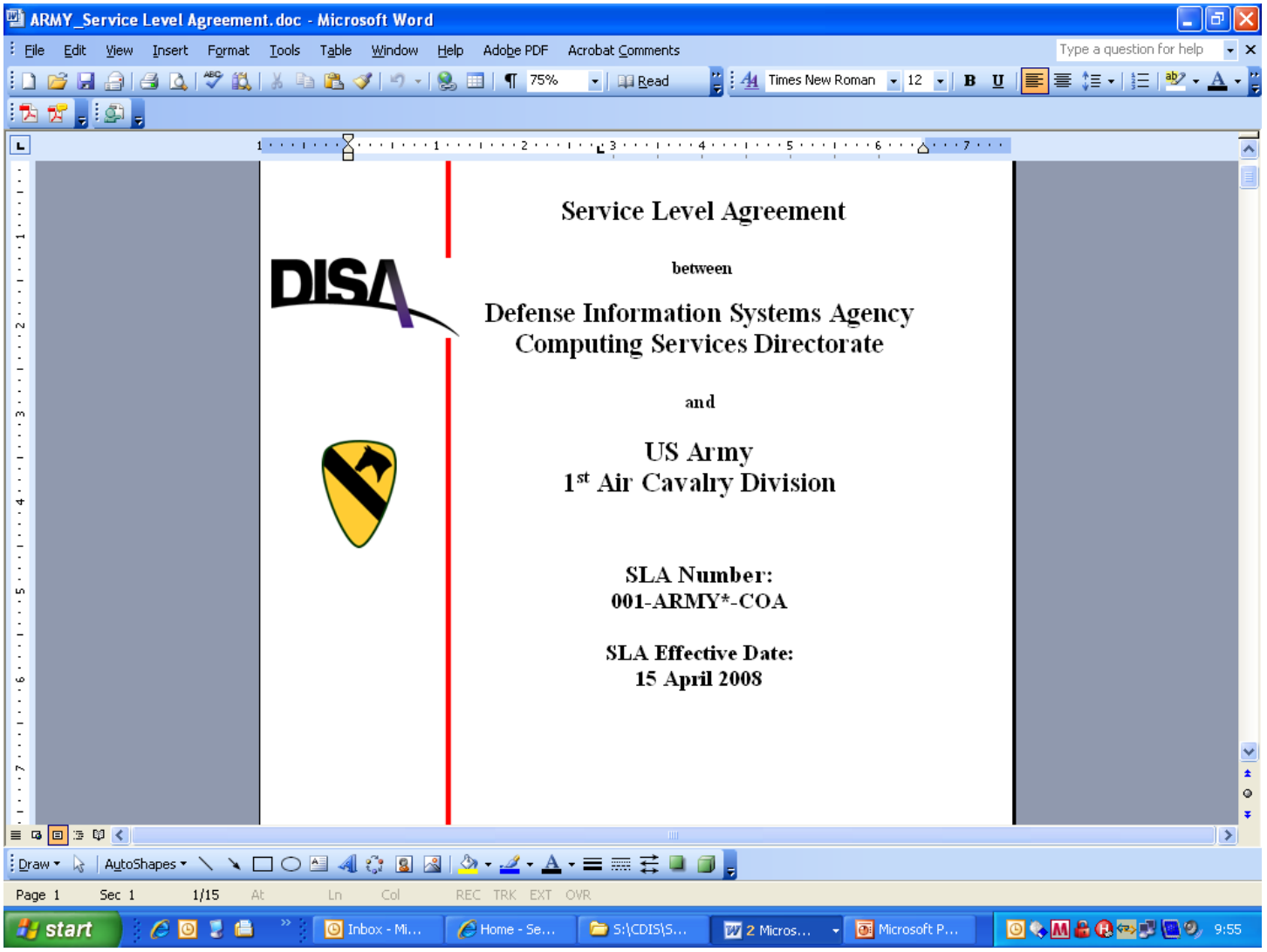

SLM – SLA/Server Matrix

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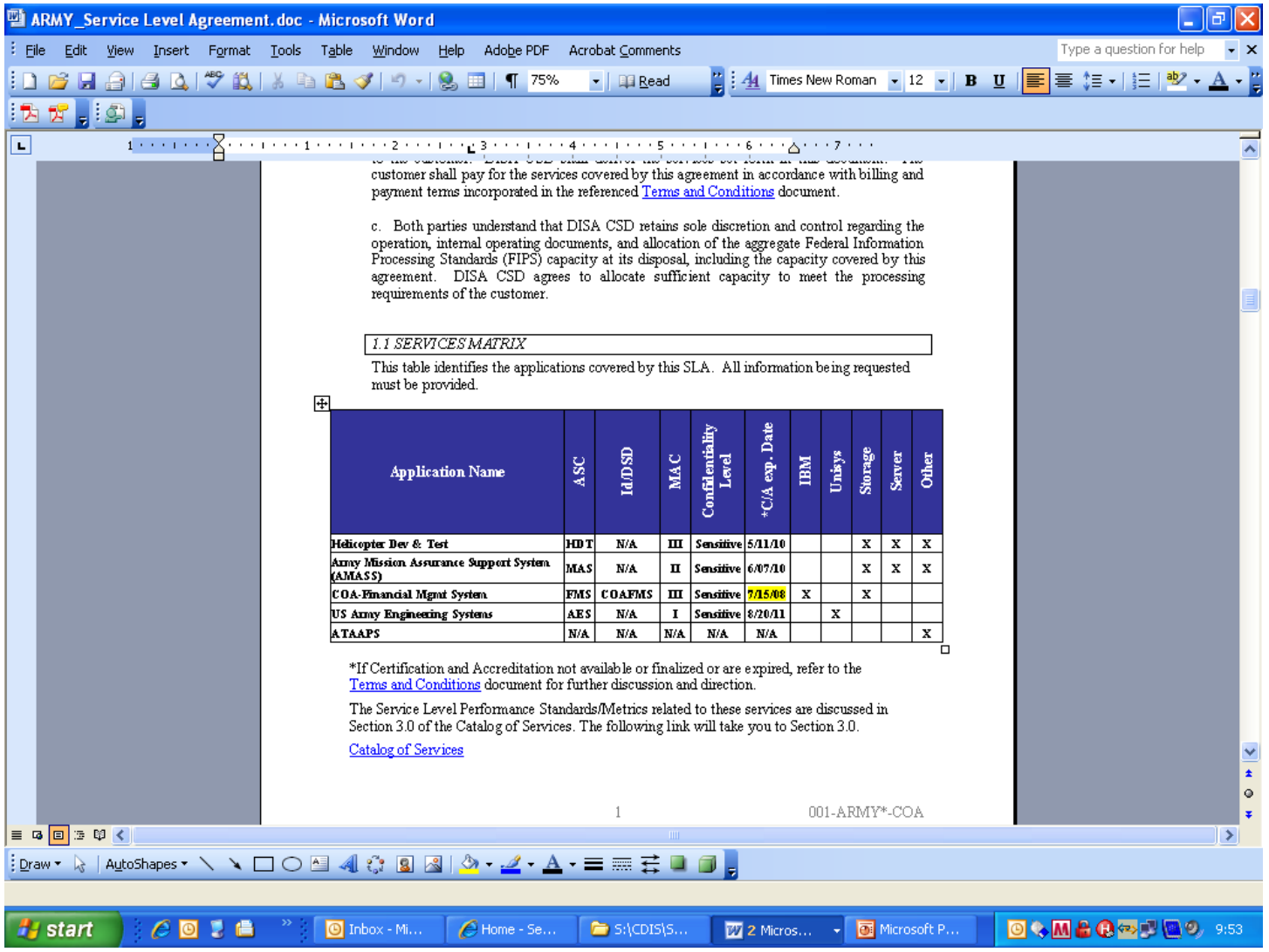
ARMY_Service Level Agreement.doc - Microsoft Word
customer shall pay for the services covered by this agreement in accordance with billing and payment terms incorporated in the referenced Terms and Conditions document.
c. Both parties understand that DISA CSD retains sole discretion and control regarding the operation, internal operating documents, and allocation of the aggregate Federal Information Processing Standards (FIPS) capacity at its disposal, including the capacity covered by this agreement. DISA CSD agrees to allocate sufficient capacity to meet the processing requirements of the customer.
1.1 SERVICES MATRIX
This table identifies the applications covered by this SLA. All information being requested must be provided.
Application Name | ASC | Id/DSD | MAC | Confidentiality Level | *C/A exp. Date | IBM | Unisys | Storage | Server | Other
Helicopter Dev & Test | HDT | N/A | III | Sensitive | 5/11/10 | | | X | X | X
Army Mission Assurance Support System (AMASS) | MAS | N/A | II | Sensitive | 6/07/10 | | | X | X | X
COA-Financial Mgmt System | FMS | COAFMS | III | Sensitive | 7/15/08 | X | | X | | |
US Army Engineering Systems | AES | N/A | I | Sensitive | 8/20/11 | | X | | | |
ATAAPS | N/A | N/A | N/A | N/A | N/A | | | | | X
*If Certification and Accreditation not available or finalized or are expired, refer to the Terms and Conditions document for further discussion and direction.
The Service Level Performance Standards/Metrics related to these services are discussed in Section 3.0 of the Catalog of Services. The following link will take you to Section 3.0.
Catalog of Services
1
001-ARMY*-COA

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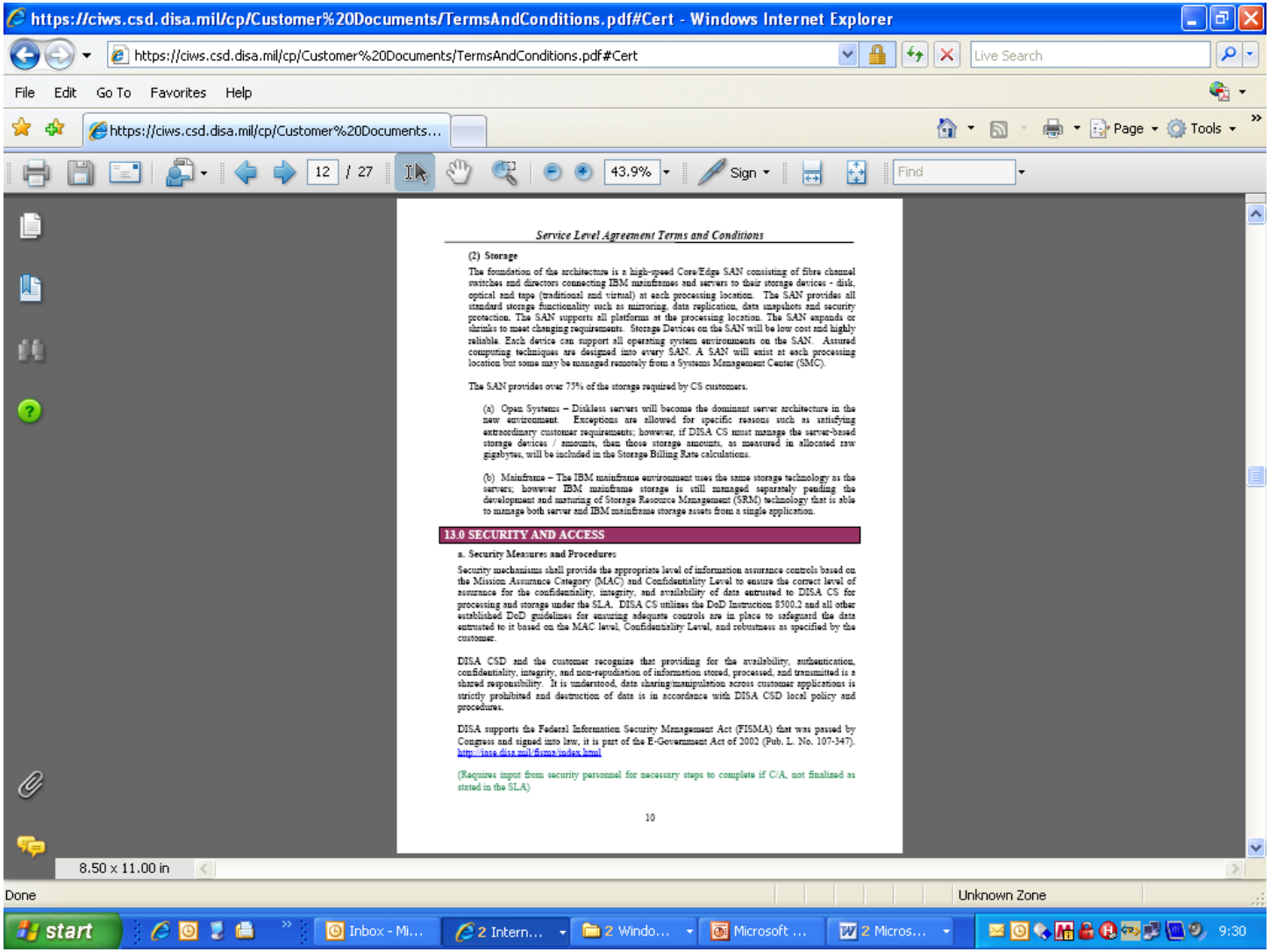
SLM – SLA/T&C


https://ciws.csd.disa.mil/cp/Customer%20Documents/TermsAndConditions.pdf#Cert - Windows Internet Explorer
https://ciws.csd.disa.mil/cp/Customer%20Documents/TermsAndConditions.pdf#Cert
File Edit Go To Favorites Help
https://ciws.csd.disa.mil/cp/Customer%20Documents...
12 / 27
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Service Level Agreement Terms and Conditions
(2) Storage
The foundation of the architecture is a high-speed Core/Edge SAN consisting of fibre channel switches and directors connecting IBM mainframes and servers to their storage devices - disk, optical and tape (traditional and virtual) at each processing location. The SAN provides all standard storage functionality such as mirroring, data replication, data snapshots and security protection. The SAN supports all platforms at the processing location. The SAN expands or shrinks to meet changing requirements. Storage Devices on the SAN will be low cost and highly reliable. Each device can support all operating system environments on the SAN. Assured computing techniques are designed into every SAN. A SAN will exist at each processing location but some may be managed remotely from a Systems Management Center (SMC).
The SAN provides over 75% of the storage required by CS customers.
(a) Open Systems – Diskless servers will become the dominant server architecture in the new environment. Exceptions are allowed for specific reasons such as satisfying extraordinary customer requirements; however, if DISA CS must manage the server-based storage devices / amounts, then those storage amounts, as measured in allocated raw gigabytes, will be included in the Storage Billing Rate calculations.
(b) Mainframe – The IBM mainframe environment uses the same storage technology as the servers; however IBM mainframe storage is still managed separately pending the development and maturing of Storage Resource Management (SRM) technology that is able to manage both server and IBM mainframe storage assets from a single application.
13.0 SECURITY AND ACCESS
a. Security Measures and Procedures
Security mechanisms shall provide the appropriate level of information assurance controls based on the Mission Assurance Category (MAC) and Confidentiality Level to ensure the correct level of assurance for the confidentiality, integrity, and availability of data entrusted to DISA CS for processing and storage under the SLA. DISA CS utilizes the DoD Instruction 8500.2 and all other established DoD guidelines for ensuring adequate controls are in place to safeguard the data entrusted to it based on the MAC level, Confidentiality Level, and robustness as specified by the customer.
DISA CSD and the customer recognize that providing for the availability, authentication, confidentiality, integrity, and non-repudiation of information stored, processed, and transmitted is a shared responsibility. It is understood, data sharing/manipulation across customer applications is strictly prohibited and destruction of data is in accordance with DISA CSD local policy and procedures.
DISA supports the Federal Information Security Management Act (FISMA) that was passed by Congress and signed into law, it is part of the E-Government Act of 2002 (Pub. L. No. 107-347).
http://iase.disa.mil/fisma/index.html
(Requires input from security personnel for necessary steps to complete if C/A, not finalized as stated in the SLA)
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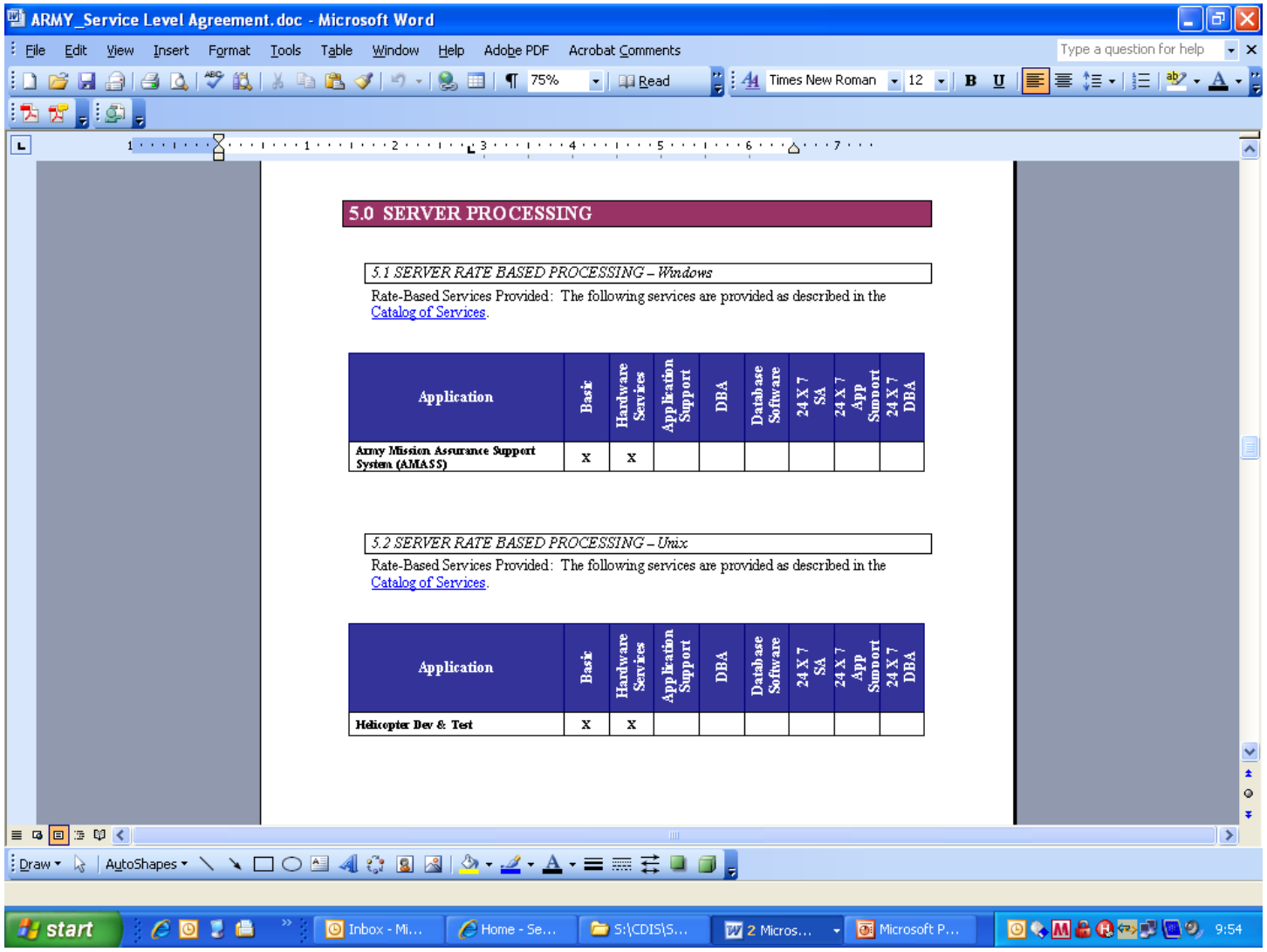
SLM – SLA/Server



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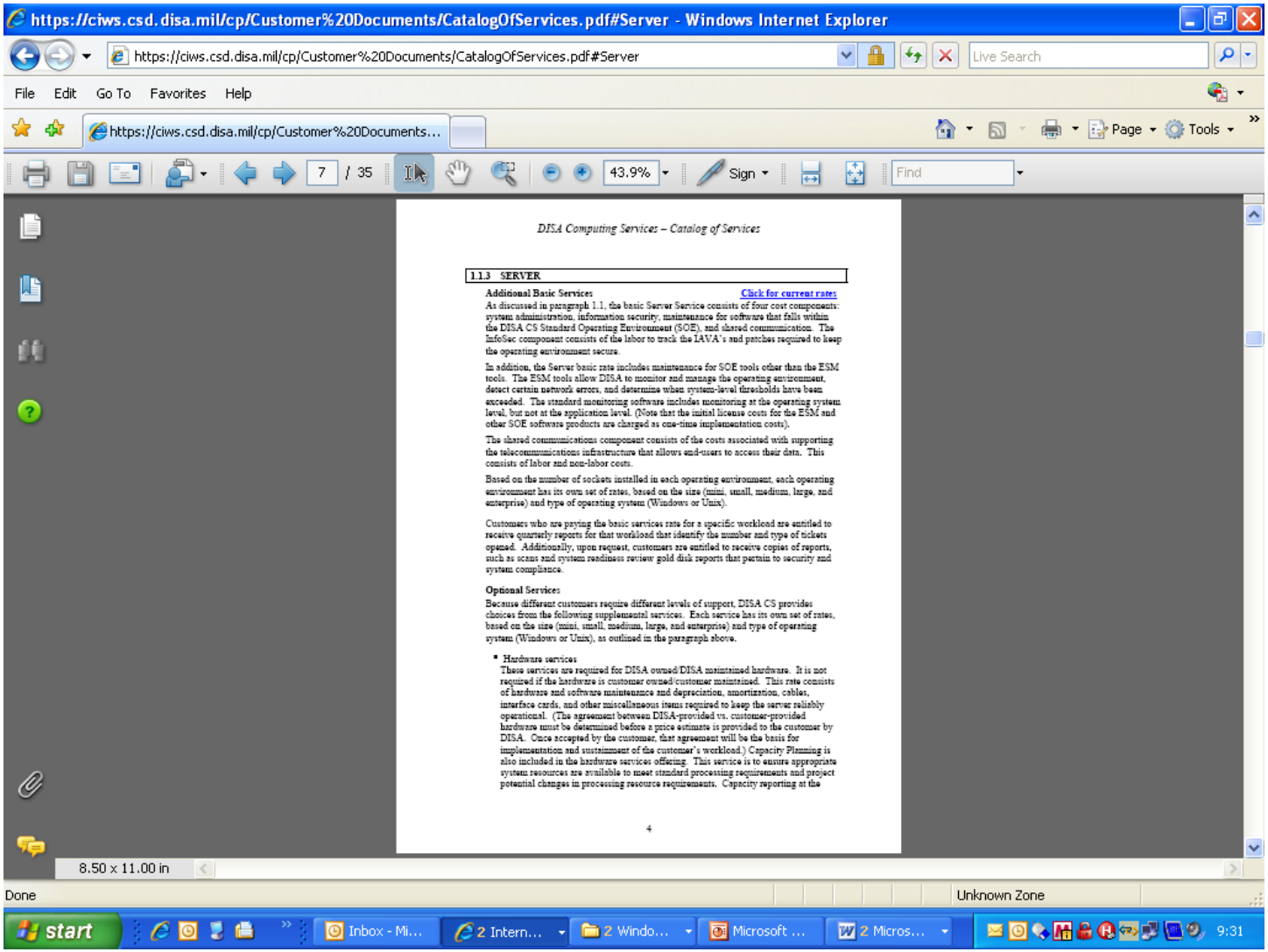
SLM – SLA/Catalog of Services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Live Search
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https://ciws.csd.disa.mil/cp/Customer%20Documents...
Page Tools
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Find
DISA Computing Services – Catalog of Services
1.1.3 SERVER
Additional Basic Services
Click for current rates
As discussed in paragraph 1.1, the basic Server Service consists of four cost components: system administration, information security, maintenance for software that falls within the DISA CS Standard Operating Environment (SOE), and shared communication. The InfoSec component consists of the labor to track the IAVA's and patches required to keep the operating environment secure.
In addition, the Server basic rate includes maintenance for SOE tools other than the ESM tools. The ESM tools allow DISA to monitor and manage the operating environment, detect certain network errors, and determine when system-level thresholds have been exceeded. The standard monitoring software includes monitoring at the operating system level, but not at the application level. (Note that the initial license costs for the ESM and other SOE software products are charged as one-time implementation costs).
The shared communications component consists of the costs associated with supporting the telecommunications infrastructure that allows end-users to access their data. This consists of labor and non-labor costs.
Based on the number of sockets installed in each operating environment, each operating environment has its own set of rates, based on the size (mini, small, medium, large, and enterprise) and type of operating system (Windows or Unix).
Customers who are paying the basic services rate for a specific workload are entitled to receive quarterly reports for that workload that identify the number and type of tickets opened. Additionally, upon request, customers are entitled to receive copies of reports, such as scans and system readiness review gold disk reports that pertain to security and system compliance.
Optional Services
Because different customers require different levels of support, DISA CS provides choices from the following supplemental services. Each service has its own set of rates, based on the size (mini, small, medium, large, and enterprise) and type of operating system (Windows or Unix), as outlined in the paragraph above.
Hardware services
These services are required for DISA owned/DISA maintained hardware. It is not required if the hardware is customer owned/customer maintained. This rate consists of hardware and software maintenance and depreciation, amortization, cables, interface cards, and other miscellaneous items required to keep the server reliably operational. (The agreement between DISA-provided vs. customer-provided hardware must be determined before a price estimate is provided to the customer by DISA. Once accepted by the customer, that agreement will be the basis for implementation and sustainment of the customer's workload.) Capacity Planning is also included in the hardware services offering. This service is to ensure appropriate system resources are available to meet standard processing requirements and project potential changes in processing resource requirements. Capacity reporting at the
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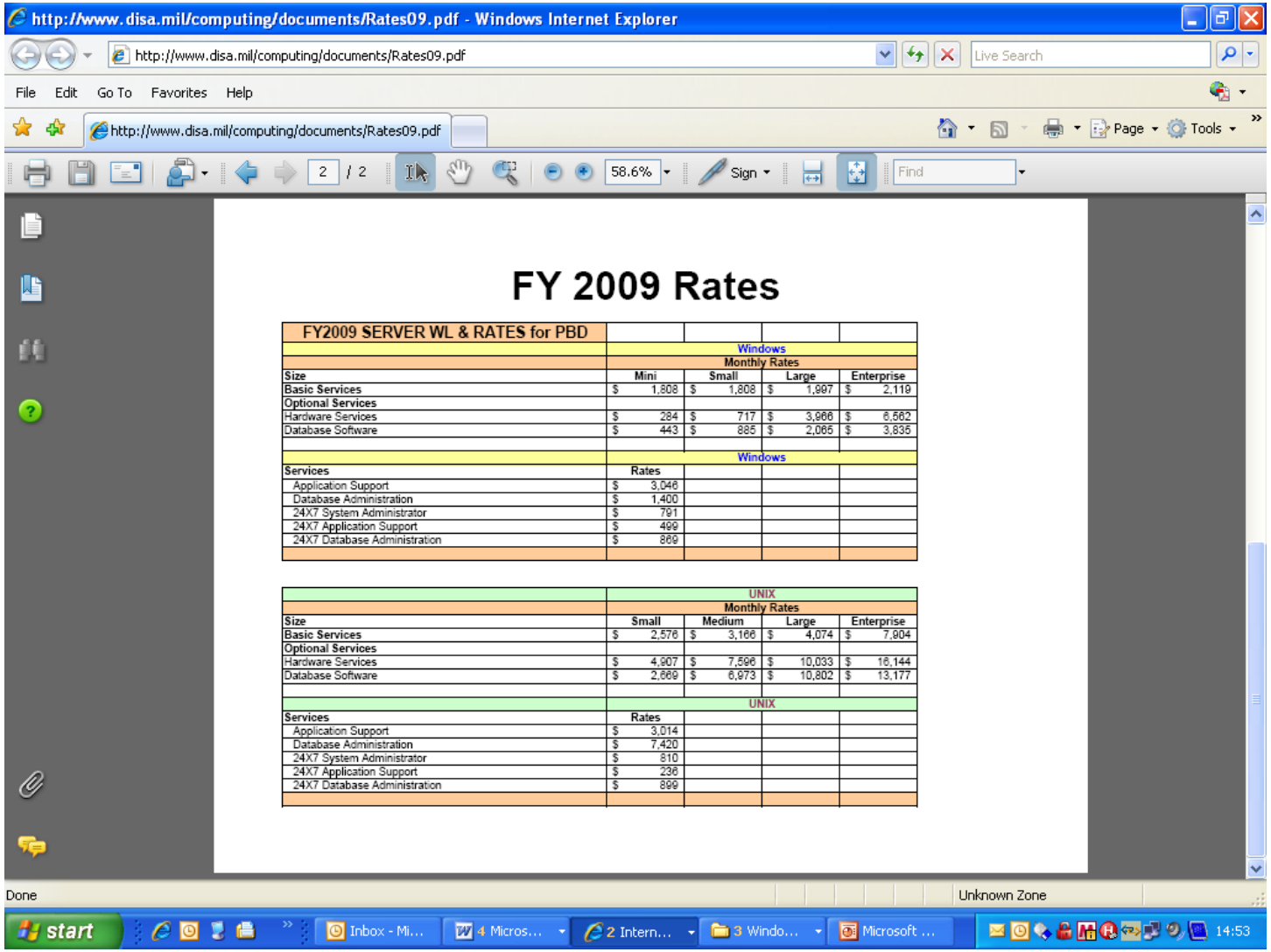
SLM – SLA/Rates



FY2009 SERVER WL & RATES for PBD				
	Windows			
	Monthly Rates			
Size	Mini	Small	Large	Enterprise
Basic Services	$ 1,808	$ 1,808	$ 1,997	$ 2,119
Optional Services				
Hardware Services	$ 284	$ 717	$ 3,966	$ 6,562
Database Software	$ 443	$ 885	$ 2,065	$ 3,835
	Windows			
Services	Rates			
Application Support	$ 3,046			
Database Administration	$ 1,400			
24X7 System Administrator	$ 791			
24X7 Application Support	$ 499			
24X7 Database Administration	$ 869			

	UNIX			
	Monthly Rates			
Size	Small	Medium	Large	Enterprise
Basic Services	$ 2,576	$ 3,166	$ 4,074	$ 7,904
Optional Services				
Hardware Services	$ 4,907	$ 7,596	$ 10,033	$ 16,144
Database Software	$ 2,669	$ 6,973	$ 10,802	$ 13,177
	UNIX			
Services	Rates			
Application Support	$ 3,014			
Database Administration	$ 7,420			
24X7 System Administrator	$ 810			
24X7 Application Support	$ 236			
24X7 Database Administration	$ 899			

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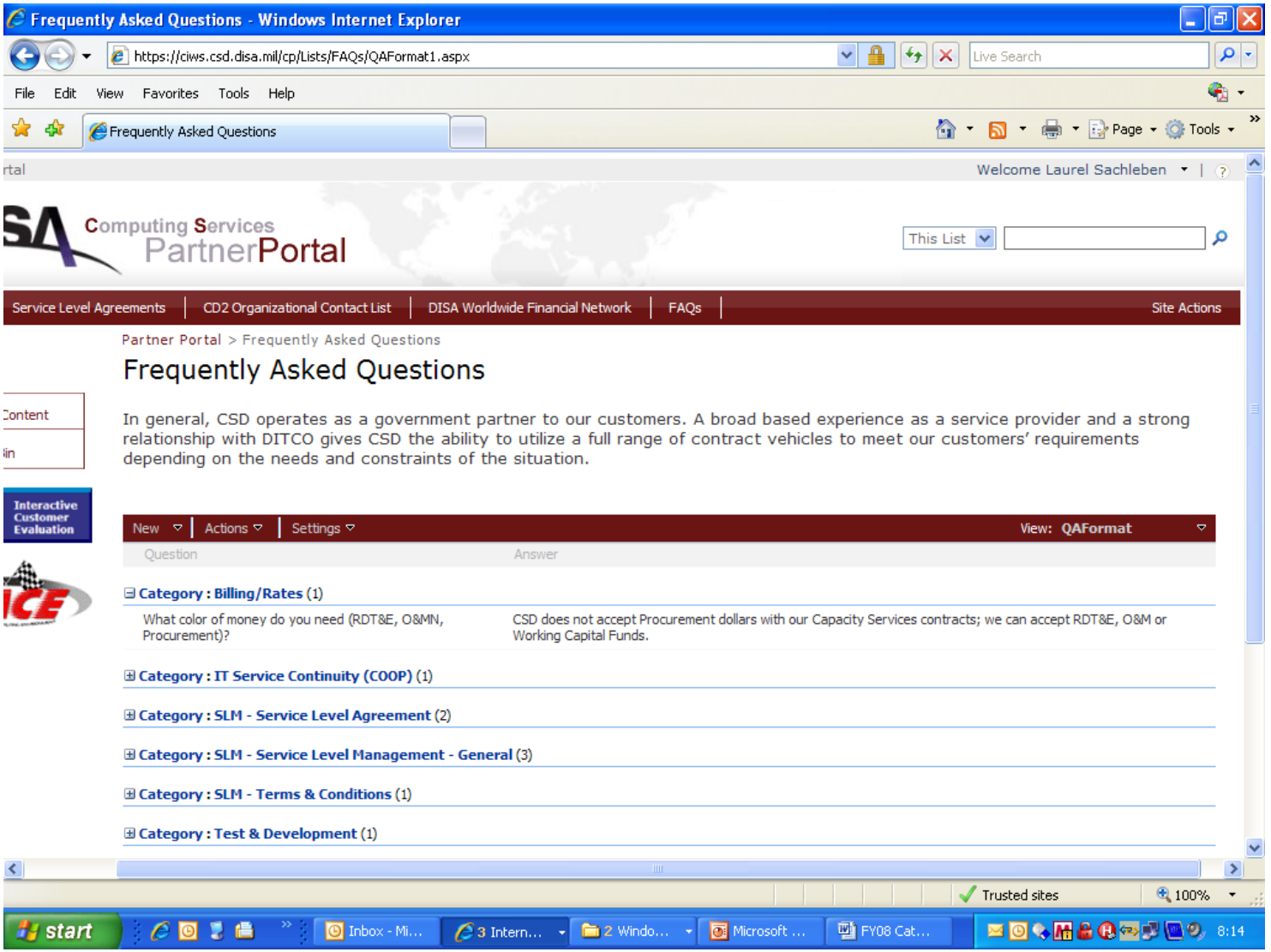
SLM – Partner Portal FAQs


Frequently Asked Questions - Windows Internet Explorer
https://ciws.csd.disa.mil/cp/Lists/FAQs/QAFormat1.aspx
Live Search
File Edit View Favorites Tools Help
Frequently Asked Questions
Page Tools
Welcome Laurel Sachleben
Computing Services PartnerPortal
This List
Service Level Agreements | CD2 Organizational Contact List | DISA Worldwide Financial Network | FAQs | Site Actions
Partner Portal > Frequently Asked Questions
Frequently Asked Questions
In general, CSD operates as a government partner to our customers. A broad based experience as a service provider and a strong relationship with DITCO gives CSD the ability to utilize a full range of contract vehicles to meet our customers' requirements depending on the needs and constraints of the situation.
Interactive Customer Evaluation
New Actions Settings View: QAFormat
Question
Answer
Category : Billing/Rates (1)
What color of money do you need (RDT&E, O&MN, Procurement)?
CSD does not accept Procurement dollars with our Capacity Services contracts; we can accept RDT&E, O&M or Working Capital Funds.
Category : IT Service Continuity (COOP) (1)
Category : SLM - Service Level Agreement (2)
Category : SLM - Service Level Management - General (3)
Category : SLM - Terms & Conditions (1)
Category : Test & Development (1)
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SLM – Thank You For Joining Us!!

- **Do not miss our customer breakout sessions**
  - Tuesday afternoon – NEXT!!
  - Wednesday afternoon
- **Come visit our booth**
  - Meet your CMEs, DECC directors and other CSD senior staff
  - Take a live ride to your SLA on the Partner Portal
  - Other items & events of interest

DEFENSE INFORMATION SYSTEMS AGENCY